

Minutes of Nightingale House Surgery: PPG Meeting

Date: Tuesday 29th April 2025 Time: 13:30

Location: Nightingale House Surgery

Present	
Farhaanah Begum	Practice Manager
Colleen Sterling	PPG chairperson

Agenda Item no.	Discussion	Action
1. Long Term Conditions (LTC)	<p>Recap of previous meeting regarding LTC, detailing each stage of process:</p> <p>Stage 1 – Admin/care co-ordinator invites patients for check and test appointment and sent for blood test.</p> <p>Stage 2 – Test results are reviewed by the GP and patients are invited back for a review with a nurse.</p> <p>Stage 3 – If nurse feels further care is required, then they will discuss with GP. GP will advise on further treatment/referral or see patient themselves.</p> <p>Stage 4 – Patients are given a collab form to feedback their experience: 1. How much effort made to understand health issues. 2. How much effort was made to listen to things that mattered most to you? 3. How much effort was made to include what matters to you in choosing what to do.</p> <p>A total of 25 out of 100 patients, who were reviewed, were selected randomly to complete the questionnaire. For question 1, 44.4% lot of effort, 3.7% little effort, 11% some effort, 40.7% every effort was made.</p> <p>For question 2, 0% little effort, 19.2% some effort, 30.8% a lot of effort, 50% every effort was made.</p>	

	<p>Most comments were generally positive, patient satisfaction with appointments and referrals. Overall experience, some patients highlighted the importance of clear explanations, especially over the phone. Couple of responses were unclear or minimal.</p> <p>CS thinks service is good. It is bringing back how GPs use to behave; really understanding their patients. if this becomes embedded patients will feel more better cared for.</p> <p>Due to shortage of admin staff, not many patients have been booked. Nightingale practice has been given a care co-ordinator, provided by PCN who started last week, and is inviting patients for check and test and follow ups. On 15th May, Nightingale practice will also have a healthcare assistant who is also a phlebotomist.</p> <p>CS enquiring what cohorts will the practice begin with.</p> <p>FB informed there are 4 group bands: lower risk, medium risk and high risk and complex. PCN want practices to focus on complex and high-risk patients. The practice system automatically picks up patients who are in those categories by running search on our clinical system using Ardens.</p> <p>PCN has been delivering training so more clinicians are on board now.</p>	
2. Chase	<p>A company called Chase, funded by NHS England and GSK, have been brought in to support practices to bring up shingle and pneumococcal vaccines. The company have taken over and have started to invite patients and booking them in to our system. The practice has been low on promoting these vaccinations, FB has also asked them to include RSV invites.</p> <p>CS querying whether they are on contract and what happens when the contract ends.</p>	

	FB confirmed they are on contract and the responsibility will fall back on the practice once it ends.	
3. Health Community Zone Project	<p>A project introduced to reduce number of patients going to A&E. Some practices were nominated for this, mainly in Evergreen and Nightingale also included. Meeting to follow this up has been scheduled for next week.</p> <p>Other services available include: SDEC at North Middlesex hospital which is a first come first serve service that GPs can refer patients to; rapid access service is also available which can be used to refer housebound patients for issues such as urine tests as some district nurses do not do this.</p> <p>Hub services which fall within Nightingale practice Burrough are Carlton House and Eagle house which patients can be referred to.</p>	
4. Flu vaccinations	Intake has been poor this year, worse than last year, Nightingale practice lost a total of 400 vaccines as not many patients wanted it or had it elsewhere. The practice was only able to return 200 and had loss of money. This year, the quantity has been reduced to 200 vaccines because of this.	
5. Telephone service	<p>A new free service, provided by Babble, has been implemented. Patients now calling will know what caller number they are and have the choice for a call back. If they want this, then they press 1 and get cut off. Once all phone calls are finished, it will automatically start ringing and staff will be asked if they want to call back, then press 1 and it will call the patient back. Nightingale practice has set it up for 1 hour during the busy period at 8am. It has helped the practice and reduced patient complaints for long waits.</p> <p>Discussed plan for another service which is for telephone assistant PATCHS. The system asks patients a few questions that they answer over the phone about their presenting problem. There are problems with Nightingale practice's telephone providers and so unsure how it will accurately send to the practice</p>	

	system or if it will hold up the phone lines for patients. Unlikely to happen at Nightingale practice as a lot of patients are elderly and non-English speaking.	
6. Quality of Framework (QOF)	<p>QOF is to review all patients, which LTC also falls under, by the end of every financial year 31st March. This year, Nightingale practice achieved 498 out of 546, breaking previous records.</p> <p>Many patients did not respond to invites. Update contact letters are sent after three invites, with some responding upon receiving letters.</p>	
7. Zero tolerance policy	Nightingale practice has been getting a few patients who become aggressive. Incident with one patient who had to be removed from practice. Unfortunately, staff did not call police at the time. FB informed reception manager to inform staff must call police in such situations.	
8. Staff shortage	<p>Ongoing staff shortage. One admin staff was recruited; worked whole month of January then taken annual leave, became unwell and off for three months. Sick note was requested by FB but not provided, then staff resigned.</p> <p>Previous staff member has been temporarily brought in to help cover in the meantime and a student has been recruited to help with admin related work.</p>	
9. A.O.B PPG campaign	<p>CS apologised for forgetting campaign to recruit PPG members.</p> <p>FB informed Mondays are the best days to come in as more clinicians working and so more patients are coming in. 8am is also a good opportunity as patients can also walk in to book same day appointments.</p> <p>Leaflets, posters and registration forms for PPG are all available in reception.</p>	

Next meeting: To be confirmed

